

**ATR-I: Recovery Support Services
PROVIDER STANDARDS FACT SHEET
Case Management**

Case Management Services Coordination

Case management service coordination provides goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful service coordination results in community opportunities and increased independence for the persons served.

Case management services may be provided by an organization as part of its individual service planning and delivery, by a department or division within the organization, or by a subcontracted third party working with individuals with the sole purpose of providing case management within the scope of providing Recovery Support Services (RSS). Such programs are typically, but not exclusively, provided by qualified case managers, coordinators, or by case management teams.

In order to provide the linkages, coordination, and support needed by the persons served, the RSS Case Managers are able to demonstrate knowledge of healthcare, social services, employment, housing, recreational opportunities, faith based linkages, and other services and systems available in their community and the specific unique needs presented by their clients.

RSS Case Managers use the RSS Care Plan to develop the client's individual care plan. The Recovery Support Services Voucher Request form is submitted to the Department's Management Services Contractor (Business Psychology Associates – BPA) for authorization of additional Recovery Support Services.

Applicable Standards

1. The clients served by case management are linked to services and resources to achieve objectives as identified in their individual treatment and RSS plan by the referring agency or agency providing the direct case management services.
2. Personnel providing case management services have a working knowledge of or experience in:
 - a. Services that are appropriate for the needs of the client being served.
 - b. Support systems that are relevant to the lives of the client being served.
 - c. Knowledge, experience or education equivalent to a bachelor's degree in a human service related field. Experience is defined as no less than two years of providing the related recovery support service the personnel are working within.
3. Based on the needs of the client served, case management/service includes:
 - a. Activities carried out in collaboration with the client.

- b. Outreach to encourage the participation of the client.
 - c. Coordination of, or assistance with, crisis intervention and stabilization services, as appropriate.
 - d. Assistance with achieving goals for independence as defined by the clients RSS Care Plan.
 - e. Optimizing resources and opportunities through:
 - 1) Community linkages.
 - 2) Enhanced social support networks.
 - f. Assistance with:
 - 1) Accessing transportation.
 - 2) Finding qualified child care support if needed.
 - 3) Adult transitional housing when appropriate.
 - 4) Family, marital and life skills education and/or guidance
 - 5) Alcohol/Drug Testing to facilitate recovery.
 - 6) Securing safe housing that is reflective of the:
 - a. Abilities of the client.
 - b. Preferences of the client.
 - 7) Exploring employment or other meaningful activities such as further education
 - g. Provision of, or linkage to, skill development services needed to enable the client to perform daily living activities, including, but not limited to:
 - 1) Budgeting.
 - 2) Meal planning.
 - 3) Personal care.
 - 4) Housekeeping and home maintenance.
 - 5) Other identified needs.
 - h. Evidence of linkage with necessary and appropriate:
 - 1) Financial services.
 - 2) Medical or other healthcare.
 - 3) Other community services.
4. The organization provides case management activities in locations that meet the needs of the client.
 5. The intensity of case management is based on the needs of the client as identified in his or her individual care plan.
 6. When multiple case management providers exist:
 - a. A primary RSS Case Manager is identified.
 - b. There is coordination to:
 - 1) Facilitate continuity of care.
 - 2) Complete federal Government Performance Results Act (GPRA) data for the Access to Recovery (ATR) grant.
 - 3) Develop RSS Care Plans.

- 4) Reduce duplication of services.
7. With the consent of the client, recovery support service providers share information regarding the provision of services.

RSS Case Manager Qualifications

1. Provider Agreements. Case Managers must be employees or volunteers of an agency that has a valid Recovery Support Services provider agreement with the Department of Health and Welfare.
2. Criminal Background Check. Any individual delivering case management services to children/minors must successfully pass a DHW background check *prior to* the delivery of services.
3. Qualifications. Qualifications of the Case Manager shall be verified by DHW through written documentation of work experience, education and classroom instruction. All case managers must meet at least one of the following qualifications:
 - a. **Idaho Student of Addiction Studies (ISAS) or Certified Alcohol and Drug Counselor (CADC) or Certified Prevention Specialist (CPS)**. An ISAS, CADC or CPS must have current certification with the Idaho Board of Alcohol/Drug Counselor's Certification, Inc. (IBADCC) *and* have working knowledge of services that are appropriate for the needs of the client.
 - b. **Holder of a Bachelor's Degree in a Human Services Field**. An individual having a B.A. or B.S. *and* at least twelve (12) months experience with the target population. Individuals without twelve (12) months of experience may gain this experience by working for twelve months under the supervision of a fully-qualified case manager.
 - c. **Licensed Clinical Professional Counselor (LCPC) or Licensed Professional Counselor (LPC)**. A LCPC or LPC must be licensed in accordance with Title 54, Chapter 34, Idaho Code and IDAPA 24.15.01. "Rules of the Idaho Licensing Board of Professional Counselors and Marriage and Family Therapists" *and* have at least twelve (12) months experience with the target population. Individuals without twelve months of experience may gain this experience by working for twelve months under the supervision of a fully-qualified case manager.
 - d. **Licensed Pastoral Counselor**. A pastoral counselor must be licensed in accordance with Title 54, Chapter 34, Idaho Code and IDAPA 24.15.01. "Rules of the Idaho Licensing Board of Professional Counselors and Marriage and Family Therapists" *and* have training in the "Core Competencies for Clergy and Other Pastoral Ministers in Addressing Alcohol and Drug Dependence and the Impact on Family Members."
 - e. **Experience Equivalency**. Experience is defined as no less than two years of providing the recovery support service the individual wishes to deliver. Individuals must also have working knowledge of services and support systems that are appropriate for the client being served.